

E. 01933A-12-0291



ORIGINAL

ARIZONA CORPORATION COMMIS

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UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (

Fax: ,

Priority: Respond Within Five Days

Opinion No. 2012 - 107275

Date: 12/7/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Patricia

Meyer

Account Name:

Patricia Meyer

Home: (

Street:

9111 Green Valley Dr.

Work:

City:

Green Valley

CBR:

State:

AZ Zip: 85614

is:

Utility Company. Tucson Electric Power Company

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

11-17-2012

Patricia Meyer

Green Valley, AZ 85614

Phone (Home): !

Email: ,

Docket you wish to comment on: Rate increase
Case or Utility Name: Tucson Electric Company
Docket Number: E-01922A-12-0291
Position on Docket: Con

Hello... I'm a customer of TEP and feel a 12.5% rate increase is excessive! This past hot summer, my husband and I kept the AC at 76 and our summer bills were still over \$200 a month for our home (under 1200 sq. ft.) We can't afford higher bills! TEP has good ratings (Fitch. Etc.) and although its profits are dropping a little, I see no reason to raise rates. Please don't approve this rate request!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed in E-01922A-12-0291

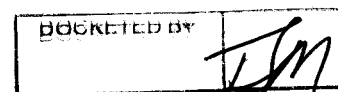
End of Comments

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AZ CORP COMMISSION
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Arizona Corporation Commission

DOCKETED

DEC 18 2012



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/7/2012

Opinion No. 2012 - 107275

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax:

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Priority: Respond Within Five Days

Opinion **No.** 2012 - 107283

Date: 12/7/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Joyce** **Smith**

Account Name: Joyce Smith

Home: (000) 000-0000

Street: F

Work:

City: Tucson

CBR:

State: AZ Zip: 85728

is:

Utility Company: **Tucson Electric Power Company**

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

November 20, 2012
Arizona Corporation Commissioners Pierce, Burns, Kennedy, Newman, Stump
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996
RE: Tucson Electric Power
Dear Commissioners,
Tucson Electric Power is asking for another rate increase.
Really?

When I opened the most recent statement received and looked at Page 1, I almost had a heart attack. ... but not exactly for the reason you might think (though that one is cause as well: very high charges). You see, in August I bought a single-wide mobile home, but have not yet moved in; therefore, the electricity usage is nearly nil. I'm still in the house I've lived in since 1998, slowly getting things ready in the mobile home. Unfortunately, I have learned to expect outrageous charges for electricity at my current address (one of the reasons I regret on a monthly basis leaving my apartment in NYC). The statement has only the mobile home address on Page 1: the charges shown are almost \$300. For a mobile home? that no one is living in? I almost had a heart attack! (I'm 70). It took a call to TEP to find out that Page 2 is for my current address and that the charges - in fine print - for the mobile home address, on Page 1, buried at the bottom of a long column of fine print figures, are what one might expect: about \$20 (thank heaven). Who could see that? Cut to the chase: I requested that my current address where I expect high charges be shown on Page 1. "Oh no, that's not possible. The system automatically puts the newer address on Page 1 because it's usually transitional. The house on Page 2 will automatically drop off when you're not there." "Doesn't a person program the system? A person can program it to put my current address on Page 1. When I'm no longer paying for it, the mobile home will automatically be on Page 1." "Oh no, we can't do that. The program was very expensive. It cost ten (a hundred?) thousand dollars. You'd have to set up 2 separate statements." (I.e., more waste. That they can program?!)

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DOCKET CONTROL
2012 DEC 18 PM 2 37

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

So we are paying TEP thousands of dollars for programs that have no flexibility?

TEP wants more money to pay for more crappy programs?

Really?

I make automatic monthly payments to TEP via SNAP (with a charitable donation). Where is the consideration? Where is the sustainable, affordable solar power here in the land of 350+ days of sunlight? (An individual system is very costly. I'm moving to a mobile home.) Where is the sanity?

Thank you for your consideration in this matter.

Sincerely,

Joyce smith

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed in E-01933A-12-0291

End of Comments

Date Completed: 12/7/2012

Opinion No. 2012 - 107283
